

**Ehr Illinois Affidavit  
Attachment C**

## 14 Point Checklist Performance Measurements

Checklist Item	Performance Measurements
Checklist Item (i): Interconnection	<p>Percent Trunk Blockage – Call Blocking (70)</p> <p>Trunk Blocking Exclusions (70.1)</p> <p>Percentage of Trunk Blockage – Trunk Groups (70.2)</p> <p>Common Transport Trunk Blockage (71)</p> <p>Percent Missed Due Dates – Interconnection Trunks (73)</p> <p>Average Delay Days for Missed Due Dates – Interconnection Trunks (74)</p> <p>Percentage Ameritech Caused Missed Due Dates &gt; 30 Days – Interconnections Trunks (75)</p> <p>Average Trunk Restoration Interval – Interconnection Trunks (76)</p> <p>Average Trunk Restoration Interval for Service Affecting Trunk Groups (77)</p> <p>Average Interconnection Trunk Installation Interval (78)</p> <p>Percent Missed Collocation Due Dates (107)</p> <p>Average Delay Days for Ameritech Missed Due Dates (108)</p> <p>Percent of Requests Processed Within the Established Timelines (109)</p> <p>Average Time to Provide a Collocation Arrangement (MI 4)</p>

## 14 Point Checklist Performance Measurements

<p>Checklist Item (ii): Access to Network Elements</p>	<p>Average Response Time for Manual Loop Make-up Information (1.1)</p> <p>Accuracy of Actual Loop Makeup Information Provided for DSL Orders (1.2)</p> <p>Percent Responses Received within “X” seconds – OSS Interfaces (2)</p> <p>Percent Rejected Query Notices (MI 16)</p> <p>OSS Interface Availability (4)</p> <p>Average Interface Outage Notification (MI 11)</p> <p>Change Management (MI 15)</p> <p>Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours (5)</p> <p>Percentage of Unsolicited FOCs by Reason Code (5.2)</p> <p>Average Time to Return FOC (6)</p> <p>Percent Missing FOCs (MI 9)</p> <p>Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System (7)</p> <p>Percent Mechanized Completions Returned Within One Day of Work Completion (7.1)</p> <p>Average Time to Return Mechanized Completions (8)</p> <p>Percent Completion Notifications Returned w/in “X” hours of Completion of Maintenance Trouble Ticket (MI 14)</p> <p>Percent Rejects (9)</p> <p>Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR (10)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Percent Mechanized Rejects Returned Within One Hour of Receipt of the Order (10.1)</p> <p>Percent Manual Rejects Received Electronically and Returned Within Five Hours (10.2)</p> <p>Percent Manual Rejects Received Manually and Returned Within Five Hours (10.3)</p> <p>Percentage of Orders Given Jeopardy Notices (10.4)</p> <p>Mean Time to Return Mechanized Rejects (11)</p> <p>Mean Time to Return Manual Rejects That Are Received Electronically via an Interface (11.1)</p> <p>Mean Time to Return Manual Rejects that are Received thru the Manual Process (11.2)</p> <p>Percentage of Orders given Jeopardy Notices within 24 Hours of Due Date (MI 2)</p> <p>Percent Time-Out Transactions (MI 10)</p> <p>Percent Loss Notifications w/in 1 Hour of Service Order Completion (MI 13)</p> <p>Mechanized Provisioning Accuracy (12)</p> <p>Average Time to Clear Service Order Errors (MI 12)</p> <p>Electronic Order Process Percent Flow Through (13)</p> <p>Total Order Process Percent Flow Through (13.1)</p> <p>Billing Accuracy (14)</p> <p>Percent of Accurate and Complete Formatted Bills (15)</p> <p>Percent of Usage Records Transmitted Correctly (16)</p> <p>Billing Completeness (17)</p> <p>Billing Timeliness (Wholesale Bill) (18)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Daily Usage Timeliness (19)</p> <p>Unbillable Usage (20)</p> <p>Average Time Placed on Hold at the LSC (21.1)</p> <p>Local Service Center (LSC) Grade of Service (GOS) (22)</p> <p>Average Time Placed on Hold at the LOC (24.1)</p> <p>Local Operations Center (LOC) Grade of Service (GOS) (25)</p> <p>Mean Installation Interval – <i>UNE Loop and Port Combos</i> (27)</p> <p>Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date – <i>UNE Loop and Port Combos</i> (28)</p> <p>Percent Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (29)</p> <p>Percent Ameritech Missed Due Dates Due To Lack Of Facilities – <i>UNE Loop and Port Combos</i> (30)</p> <p>Average Delay Days For Missed Due Dates Due To Lack Of Facilities – <i>UNE Loop and Port Combos</i> (31)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (32)</p> <p>Percent Ameritech Caused Missed Due Dates &gt;30 Days – <i>UNE Loop and Port Combos</i> (33)</p> <p>Percent POTS/UNE-P Trouble Report Within 10 Days (I-10) of Installation – <i>UNE Loop and Port Combos</i> (35)</p> <p>Percent No Access – UNE Loops Provisioning – (WI 1)</p> <p>Average Installation Interval – <i>UNE Loop and Port Combos</i> (43)</p> <p>Percent Specials Installations Completed Within the Customer Requested Due Date – <i>UNE Loop and Port Combos</i> (44)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Percent Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (45)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation – <i>UNE Loop and Port Combos</i> (46)</p> <p>Percent Missed Due Dates Due To Lack Of Facilities – <i>UNE Loop and Port Combos</i> (47)</p> <p>Average Delay Days for Missed Due Dates Due to Lack Of Facilities – <i>UNE Loop and Port Combos</i> (48)</p> <p>Delay Days For Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (49)</p> <p>Percent Ameritech Caused Missed Due Dates &gt;30 Days – <i>UNE Loop and Port Combos</i> (50)</p> <p>Average Installation Interval (55)</p> <p>Average Installation Interval – DSL (55.1)</p> <p>Average Installation Interval for Loop With LNP (55.2)</p> <p>Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters (55.3)</p> <p>Percent Installations Completed Within the Customer Requested Due Date (56)</p> <p>Percent Installation Completed Within the Customer Requested Due Date for Loop With LNP (56.1)</p> <p>Percent Ameritech Caused Missed Due Dates (58)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation (59)</p> <p>Percent Missed Due Dates Due To Lack Of Facilities (60)</p> <p>Average Delay Days for Missed Due Dates Due to Lack of Facilities (61)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Average Delay Days For Ameritech Caused Missed Due Dates (62)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 Days (63)</p> <p>Percent Missed Due Dates – Interconnection Trunks (73)</p> <p>Average Delay Days for Missed Due Dates – Interconnection Trunks (74)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 Days – Interconnection Trunks (75)</p> <p>Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes (95)</p> <p>Percentage of Requests Processed Within 30 Business Days (120)</p> <p>Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days (121)</p> <p>Percent Loop Acceptance Testing (LAT) Completed on or Prior to the Completion Date (IN 1)</p> <p>Percent No-Access for UNE Loops - Maintenance (WI 2)</p> <p>Percent Facility Modification Orders (WI 9)</p> <p>Average Delay in original FOC due Date (CLEC WI 1)</p> <p>FMOD Process: Percent of Form A received w/in the interval (CLEC WI 6)</p> <p>FMOD Process: Percent of Form B, C, D, and E received w/in 72 hours of Form A (CLEC WI 7)</p> <p>FMOD Process: Percent of Form B returned FOC within 24 hours (CLEC WI 8)</p> <p>FMOD Process: Percent of Form C return quote w/in the interval (CLEC WI 9)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (iii): Access to Poles, Ducts, Conduits and Rights of Way</p>	<p>Percentage of requests processed within 35 Days (105)</p> <p>Average Days Required to Process a Request (106)</p> <p>Structure Requests Completed Outside of Interval (MI 5)</p>
<p>Checklist Item (iv): Unbundled Local Loops</p>	<p>Mean Installation Interval – <i>UNE Loop and Port Combos</i> (27)</p> <p>Percent POTS/UNE-P Installations Completed Within the customer requested due date – <i>UNE Loop and Port Combos</i> (28)</p> <p>Percent Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (29)</p> <p>Percent Company Missed Due Dates Due To Lack Of Facilities – <i>UNE Loop and Port Combos</i> (30)</p> <p>Average Delay Days For Missed Due Dates Due To Lack Of Facilities – <i>UNE Loop and Port Combos</i> (31)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (32)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 days – <i>UNE Loop and Port Combos</i> (33)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation – <i>UNE Loop and Port Combos</i> (35)</p> <p>Trouble Report Rate – <i>UNE Loop and Port Combos</i> (37)</p> <p>Trouble Report Rate Net of Installation and Repeat Reports – <i>UNE Loop and Port Combos</i> (37.1)</p> <p>Percent Missed Repair Commitments – <i>UNE Loop and Port Combos</i> (38)</p> <p>Mean time to restore – <i>UNE Loop and Port Combos</i> (39)</p> <p>Percent Out Of Service (OOS) &lt;24 Hours – <i>UNE Loop and Port Combos</i> (40)</p>



## 14 Point Checklist Performance Measurements

<p>Checklist Item (iv): Unbundled Local Loops (continued)</p>	<p>Percent Repeat Reports – <i>UNE Loop and Port Combos</i> (41)</p> <p>Percent No Access (Percent of Trouble Reports with No Access) - <i>UNE Loop and Port Combos</i> (42)</p> <p>Average Installation Interval – <i>UNE Loop and Port Combos</i> (43)</p> <p>Percent Installation Completed Within Customer Requested Due Date – <i>UNE Loop and Port Combos</i> (44)</p> <p>Percent Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (45)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation – <i>UNE Loop and Port Combos</i> (46)</p> <p>Percent Ameritech Missed Due Dates Due to Lack of Facilities – <i>UNE Loop and Port Combos</i> (47)</p> <p>Average Delay Days for Missed Due Dates Due to Lack of Facilities – <i>UNE Loop and Port Combos</i> (48)</p> <p>Average Delay Days for Ameritech Caused Missed Due Dates – <i>UNE Loop and Port Combos</i> (49)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 days - <i>UNE Loop and Port Combos</i> (50)</p> <p>Mean Time to Restore – <i>UNE Loop and Port Combos</i> (52)</p> <p>Percent Repeat Reports – <i>UNE Loop and Port Combos</i> (53)</p> <p>Failure Frequency – <i>UNE Loop and Port Combos</i> (54)</p> <p>Trouble Report Rate net of Installation and repeat Reports - <i>UNE Loop and Port Combos</i> (54.1)</p> <p>Average Installation Interval (55)</p> <p>Average Installation Interval - DSL (55.1)</p> <p>Average Installation Interval for Loop with LNP (55.2)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (iv): Unbundled Local Loops (continued)</p>	<p>Percent Installations Completed Within Customer Requested Due Day (56)</p> <p>Percent Installation Completed Within the Customer Requested Due Date for Loop With LNP (56.1)</p> <p>Percent Ameritech Caused Missed Due Dates (58)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation (59)</p> <p>Percent Missed Due Dates Due To Lack Of Facilities (60)</p> <p>Average Delay Days for Missed Due Dates Due to Lack of Facilities (61)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates (62)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 Days (63)</p> <p>Trouble Report Rate (65)</p> <p>Trouble Report Rate net of installation and repeat reports (65.1)</p> <p>Percent Missed Repair Commitments (66)</p> <p>Mean Time To Restore (67)</p> <p>Percent Out of Service (OOS) &lt; "24" Hours (68)</p> <p>Percent Repeat Reports (69)</p> <p>Percentage of Premature Disconnects (Coordinated Cutovers) (114)</p> <p>CHC/FDT LNP with Loop Provisioning Interval (114.1)</p> <p>Percentage of Ameritech Caused Delayed Coordinated Cutovers (115)</p> <p>Percentage Provisioning Trouble Reports (PTR) (115.1)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (iv): Unbundled Local Loops (continued)</p>	<p>Mean Time to Restore - Provisioning Trouble Report (PTR) (115.2)</p> <p>Percentage of Protectors not moved after Technician Visit (CLEC WI 5)</p> <p>FMOD Forms B, C, D: Percent Due Date Met - <i>UNE Loop and Port Combos</i> (CLEC WI 11)</p> <p>Coordinated Conversions Outside of Interval – Unbundled Loops (MI 3)</p>
<p>Checklist Item (v): Unbundled Local Transport</p>	<p>Average Installation Interval – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (55)</p> <p>Percent Installations Completed Within “X” Days – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (56)</p> <p>Percent Ameritech Caused Missed Due Dates – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (58)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (59)</p> <p>Percent Missed Due Dates Due to Lack of Facilities– <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (60)</p> <p>Average Delay Days for Missed Due Dates Due to Lack Of Facilities – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (61)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (62)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 Days - <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (63)</p> <p>Trouble Report Rate – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (65)</p> <p>Trouble Report Rate net of installation and repeat reports – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (65.1)</p> <p>Mean Time to Restore – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (67)</p>

## 14 Point Checklist Performance Measurements

	<p>Percent Repeat Reports – <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (69)</p> <p>FMOD Forms B, C, D: Percent Due Date Met - <i>Trunk Port, DS1, DS3, &amp; Dark Fiber</i> (CLEC WI 11)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (vi): Unbundled Local Switching</p>	<p>Average Installation Interval – <i>Switch Ports</i> (55)</p> <p>Percent Installations Completed Within Customer Requested Due Date – <i>Switch Ports</i> (56)</p> <p>Percent Ameritech Caused Missed Due Dates – <i>Switch Ports</i> (58)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation – <i>Switch Ports</i> (59)</p> <p>Percent Missed Due Dates Due to Lack of Facilities – <i>Switch Ports</i> (60)</p> <p>Average Delay Days for Missed Due Dates Due to Lack Of Facilities – <i>Switch Ports</i> (61)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates – <i>Switch Ports</i> (62)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 Days – <i>Switch Ports</i> (63)</p> <p>Trouble Report Rate – <i>Switch Ports</i> (65)</p> <p>Trouble Report Rate net of installation and repeat reports – <i>Switch Ports</i> (65.1)</p> <p>Mean Time to Restore – <i>Switch Ports</i> (67)</p> <p>Percent Repeat Reports – <i>Switch Ports</i> (69)</p>
<p>Checklist Item (vii): Nondiscriminatory Access to 911, E911, Directory Assistance, and Operator Call Completion Services</p>	<p>Directory Assistance Grade of Service (79)</p> <p>Directory Assistance Average Speed of Answer (80)</p> <p>Operator Services Grade of Service (81)</p> <p>Operator Services Speed of Answer (82)</p>

## 14 Point Checklist Performance Measurements

<p>Checklist Item (vii): Nondiscriminatory Access to 911, E911, Directory Assistance, and Operator Call Completion Services (continued)</p>	<p>Percentage of Calls Abandoned (83)</p> <p>Average Time to Clear Errors (hours) (102)</p> <p>% Accuracy for 911 Database Updates (103)</p> <p>Average Time Required to Update 911 Database (Facility Based Providers) (minutes) (104)</p> <p>Average Time to Unlock 911 Record (104.1)</p> <p>Percentage of Updates Completed into the DA Database Within 72 Hours for Facility Based CLECs (110)</p> <p>Average Update Intervals for DA Database for Facility Based CLECs (111)</p> <p>Percent DA Database Accuracy For Manual Updates (112)</p> <p>Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention (113)</p>
<p>Checklist Item (viii): White Pages Directory Listings</p>	<p>Accuracy of Processing CLEC Corrections based on Review of Directory Information (CLEC WI 4)</p>
<p>Checklist Item (ix): Nondiscriminatory Access to Telephone Numbers</p>	<p>Percent NXXs Loaded and Tested Prior to the LERG Effective Date (117)</p> <p>Average Delay Days for NXX Loading and Testing (118)</p> <p>Mean Time to Repair (119)</p>
<p>Checklist Item (x): Nondiscriminatory Access to Databases and Associated Signaling Necessary for Call Routing and Completion</p>	

## 14 Point Checklist Performance Measurements

<p>Checklist Item (xi): Number Portability</p>	<p>Average Installation Interval for Loop With LNP (55.2)</p> <p>Percent Installations Completed within the Customer Requested Due Date for LNP with Loop (56.1)</p> <p>Percentage of LNP Only Due Dates Within Industry Guidelines (91)</p> <p>Percentage of Time the Old Service Provider Releases the Subscription Prior to Expiration of the Second 9 Hour (T2) Timer (92)</p> <p>Percentage of Customer Account Restructured Prior to LNP Due Date (93)</p> <p>Percentage Pre-mature Disconnects for LNP Orders (96)</p> <p>Percentage of Time Ameritech Applies the 10-Digit Trigger Prior to the LNP Order Due Date (97)</p> <p>Percentage LNP I-Reports in 10 Days (98)</p> <p>Average Delay Days for Ameritech Missed Due Dates (99)</p> <p>Average Time of Out of Service for LNP Conversions (100)</p> <p>Percent Out of Service &lt; 60 minutes (101)</p> <p>Percentage of Premature Disconnects (coordinated Cutovers) (114)</p> <p>CHC/FDT LNP with Loop Provisioning Interval (114.1)</p> <p>Percent of Ameritech Caused Delayed Coordinated Cutovers (115)</p>
<p>Checklist Item (xii): Local Dialing Parity</p>	
<p>Checklist Item (xiii): Reciprocal Compensation for the Exchange of Local Traffic</p>	

## 14 Point Checklist Performance Measurements

<p>Checklist Item (xiv): Resale</p>	<p>Mean Installation Interval – <i>Except UNE Loop and Port Combos</i> (27)</p> <p>Percent POTS/UNE-P Installations Completed Within the customer requested due date – <i>Except UNE Loop and Port Combos</i> (28)</p> <p>Percent Ameritech Caused Missed Due Dates – <i>Except UNE Loop and Port Combos</i> (29)</p> <p>Percent Company Missed Due Dates Due to Lack of Facilities – <i>Except UNE Loop and Port Combos</i> (30)</p> <p>Average Delay Days For Missed Due Dates Due to Lack of Facilities – <i>Except UNE Loop and Port Combos</i> (31)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates – <i>Except UNE Loop and Port Combos</i> (32)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 days - <i>Except UNE Loop and Port Combos</i> (33)</p> <p>Percent Trouble Report Within 10 Days (I-10) of Installation – <i>Except UNE Loop and Port Combos</i> (35)</p> <p>Trouble Report Rate – <i>Except UNE Loop and Port Combos</i> (37)</p> <p>Trouble Report Rate net of installation and repeat reports – <i>Except UNE Loop and Port Combos</i> (37.1)</p> <p>Percent Missed Repair Commitments – <i>Except UNE Loop and Port Combos</i> (38)</p> <p>Receipt to Clear Duration – <i>Except UNE Loop and Port Combos</i> (39)</p> <p>Percent Out of Service (OOS) &lt; 24 Hours – <i>Except UNE Loop and Port Combos</i> (40)</p> <p>Percent Repeat Reports – <i>Except UNE Loop and Port Combos</i> (41)</p>
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## 14 Point Checklist Performance Measurements

<p>Checklist Item (xiv): Resale (continued)</p>	<p>Average Installation Interval – <i>Except UNE Loop and Port Combos</i> (43)</p> <p>Percent Specials Installations Completed Within the Customer Requested Due Date – <i>Except UNE Loop and Port Combos</i> (44)</p> <p>Percent Ameritech Caused Missed Due Dates – <i>Except UNE Loop and Port Combos</i> (45)</p> <p>Percent Trouble Reports Within 30 Days (I-30) of Installation – <i>Except UNE Loop and Port Combos</i> (46)</p> <p>Percent Ameritech Missed Due Dates Due To Lack Of Facilities – <i>Except UNE Loop and Port Combos</i> (47)</p> <p>Average Delay Days for Missed Due Dates Due to Lack Of Facilities – <i>Except UNE Loop and Port Combos</i> (48)</p> <p>Delay Days For Ameritech Caused Missed Due Dates – <i>Except UNE Loop and Port Combos</i> (49)</p> <p>Percent Ameritech Caused Missed Due Dates &gt; 30 days - <i>Except UNE Loop and Port Combos</i> (50)</p> <p>Mean Time to Restore – Resold Specials (52)</p> <p>Percent Repeat Reports – Resold Specials (53)</p> <p>Failure Frequency – Resold Specials (54)</p> <p>Trouble Report Rate – Net of Install. Repeat Reports – Resold Specials (54.1)</p>
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